[redacted]

Help & Support

[redacted]

Conversation with [redacted]

Ticket details

Zendesk
1 month ago

(11:48:17) [redacted] Agent: Hi there. Got a question? I'm here to help.
(11:48:28) Web User [redacted] why is [redacted] such a scam?
(11:48:37) [redacted] Agent: [redacted] is a crowdfunding platform that allows users to raise funds for various projects. It does not guarantee perks or project success, as backing a campaign is not the same as purchasing a product. We have a Trust & Safety team to address concerns and encourage backers to evaluate campaigns carefully.
(11:48:38) [redacted] Agent: 1. Unrecognized Credit Card Charge
What is [redacted]?
[redacted] is a Crowdfunding platform where people around the world can raise funds for the things that matte...
View article: https://[redacted]/hc/en-us/articles/115004261447-Unrecognized-Credit-Card-Charge?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlN2NmNjdjM2FmMDBhMDAxN2E2IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkxNX0.gwml9DjiDdRJg5ITNALkNUCGSujD...

2. Guidelines for Law Enforcement & Subpoenas
These guidelines are intended for law enforcement authorities seeking information

about [redacted] user accounts or requests to...
View article: https://[redacted]/hc/en-us/articles/360017478492-Guidelines-for-Law-Enforcement-Subpoenas?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlN2NmNjdjM2FmMDBhMDAxN2E2IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkxNX0.gwml9DjiDdRJg5ITNAL...

3. What is Crowdfunding?
Crowdfunding on [redacted] empowers people to unite around the ideas that matter to them, and together make those ideas come to...
View article: https://[redacted]/hc/en-us/articles/206389847-What-is-Crowdfunding?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlN2NmNjdjM2FmMDBhMDAxN2E2IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkxNX0.gwml9DjiDdRJg5ITNALkNUCGSujDVwsH13-yi0H7ct...

4. What does [redacted] do to protect us?
[redacted]'s approach to Trust & Safety involves different safeguarding tools, our Trust & Safety team, and you! We...
View article: https://[redacted]/hc/en-us/articles/526996-What-does-Indiegogo-do-to-protect-us?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlN2NmNjdjM2FmMDBhMDAxN2E2IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkxNX0.gwml9DjiDdRJg5ITNALkNUCGSujDV...
(11:48:39) [redacted] Agent: Was this helpful?

YES, NO

(11:48:54) Web User [redacted]: or better yet, why does [redacted] facilitate known reported scam projects?
(11:49:00) [redacted] Agent: [redacted] does not facilitate scam projects. We empower people to unite around ideas and provide tools for evaluating campaigns. Our Trust & Safety team conducts automated and manual reviews, investigates feedback, and encourages backers to report suspicious campaigns.
You can ask for escalation if you have concerns about a specific project.
(11:49:01) [redacted] Agent: 1. What is Crowdfunding?
Crowdfunding on [redacted] empowers people to unite around the ideas that matter to them, and together make those ideas come to...
View article: https://[redacted]/hc/en-us/articles/206389847-What-is-Crowdfunding?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlOTZiMGIyYjNhYWJlNzc3ZDI5IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkzOH0.8gx7aAmOrTcQw8JD0-AJoVCiSYKgfDGZybRgSVB_mc...

2. What does [redacted] do to protect us?
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View article: https://[redacted]/hc/en-us/articles/526996-What-does-Indiegogo-do-to-protect-us?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlOTZiMGIyYjNhYWJlNzc3ZDI5IiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODkzOH0.8gx7aAmOrTcQw8JD0-AJoVCiSYKgf...
(11:49:02) [redacted] Agent: Was this helpful?

YES, NO
(11:49:36) Web User [redacted]: I have reported a scam campaign and they took no action. There are hundreds of other reports across the internet of IGG not taking down obvious scams. IGG can suck my dick
(11:49:43) [redacted] Agent: [redacted] cannot guarantee campaign success or perk

delivery. We encourage reporting unresponsive campaigns, and our Trust & Safety team reviews such reports. However, we cannot mediate disputes or guarantee action on every report. If unresolved, legal action may be considered. You can ask for escalation.

(11:49:44) [redacted] Agent: 1. Will I get my Perk?

Where is My Perk?

Receiving your perk(s) often takes time! Contributing to a campaign and selecting a perk is not the same as m...

View article: https://[redacted]/hc/en-us/articles/526746-Will-I-get-my-Perk?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlYzAzZjAwY2I5NmU4ZWZmYTlkIiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODk4MX0.Is4roW4A4JXaTYzlSerqZtJH8xsoiIyYeD5EpiXaIZY&...

2. [redacted] Backers: How to Be Part of the Conversation

Community is at the heart of crowdfunding — that's why we have the comments and discussions tabs available for you to have...

View article: https://[redacted]/hc/en-us/articles/227400128-Indiegogo-Backers-How-to-Be-Part-of-the-Conversation?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxvd19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlYzAzZjAwY2I5NmU4ZWZmYTlkIiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODk4MX0.Is4roW4A4J...

3. How to Evaluate a Campaign

Supporting an [redacted] campaign is different from making a traditional purchase. When you contribute to a campaign, you're bac...

View article: https://[redacted]/hc/en-us/articles/526816-How-to-Evaluate-a-Campaign?auth_token=eyJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkIjoiNDQ5NDYiLCJicmFuZF9pZCI6MzAxNDMyNiwiam91cm5leV9pZCI6IjAxSlZRR0NTNzhOQzlDMVRKSldCMVhLRVRBIiwiZmxv

d19lbnRpdHlfaWQiOiIwMUpTSjJSWDdHVktQSDFWWVI5U1I4VzUzNCIsInZpYV9pZCI6NzAsImludGVyYWN0aW9uX2lkIjoiNjgyY2NlYzAzZjAwY2I5NmU4ZWZmYTlkIiwidG9rZW5fdHlwZSI6ImZsb3dfYnVpbGRlcl9hcnRpY2xlX3N0ZXBfYXJ0aWNsZV9jbGljayIsImV4cCI6MTc1MDM1ODk4MX0.Is4roW4A4JXaTYzlSerqZtJH8xsoilyYeD5EpiX...

(11:49:45) [redacted] Agent: Was this helpful?

YES, NO

(11:49:50) Web User [redacted]: No

(11:49:52) [redacted] Agent: Sorry I couldn't find a good answer to your question. Would you like to talk to an agent?

TALK TO A HUMAN

(11:50:46) Web User [redacted]: The Columbian government is currently actively investigating [redacted] for facilitating scams that trace back to .co sites

(11:50:51) [redacted] Agent: Sorry I couldn't answer your question.

TALK TO A HUMAN

(11:50:53) Web User [redacted]: Talk to a human

(11:50:55) [redacted] Agent: Leave your details so we can get back to you later.

(11:52:33) Web User [redacted]: Name: [redacted]

Email: [redacted]

Customer Type: Contributor/Backer

Link to Campaign: [redacted]

Other Information : When will Req 1857623 be processed and my money refunded? The only comments on the project page are from people saying they got stolen from and the company is not responding. Additionally, the Columbina government is investigating the campaing.

(11:52:35) [redacted] Agent: Someone will get back to you shortly.

Jessie

27 days ago

Hi [redacted]

Thank you for reaching out and sharing your concerns about the [redacted]

[redacted] campaign. We appreciate you bringing this to our attention.

We've noted the information you provided and will include it in our review of the campaign. If it complies with our policies, it may remain live—potentially after edits or clarification from the campaign owner. If not, we may remove it and limit the campaigner's future activity on [redacted]. You can learn more about our Trust & Safety efforts here: [redacted]/trust.

Regarding your refund request, our records show that your contribution is currently involved in a chargeback dispute. These are managed by your bank and can take up to 75 days to resolve. At this time, the status is still pending. We'll follow up with any updates or resolutions as soon as we have them. For more details, please see our Chargeback FAQ for Backers.

If you choose to withdraw the chargeback, your contribution will return to good standing and become eligible for either a refund or the perk. To proceed, please provide us with withdrawal letter from your bank. Once the chargeback is resolved, you'll also regain the ability to contact the campaign owner directly through our platform.

Let us know if you have any questions in the meantime—we're here to help.

Regards,

Jessie | Trust & User Operations
Explore all projects to support new crowdfunding and InDemand campaigns. You can always visit our Help Center for any questions and learn best practices in our Education Center.

[redacted]
27 days ago

Hello,

In my other ticket, I provided evidence that I withdrew the chargeback like a week ago. I provided the specific evidence requested to prove that I had withdrawn the chargeback. I do not know why it is still set as pending in your system but my bank

has acknowledged and confirmed multiple times that Visa rejected the chargeback and I no longer have the option of continuing the chargeback .They have already charged the amount back to my account. If you system is not picking it up, call the bank and ask them about the status. I 100% guarantee that there is no active charge-back or complaint between my credit card company and you.

[redacted]

[redacted]
27 days ago

Here's that proof again.

[redacted]

[redacted]
25 days ago

Hello. I just received word from [redacted] Identity Mangement that the dispute has been marked as reversed and resolved. Can you process my refund now since the campaign manager STILL has not responded to a single request for contact?

Jessie
24 days ago

Hi [redacted],

Thanks for your note. I confirm that the dispute is now closed and the funds has returned to the campaign, [redacted]. I understand that you prefer a refund for your contribution.

We now encourage you to contact the campaign owner to inquire whether or not they are able to provide you a refund. [redacted] is not responsible for refunds that fall outside of our Refund Policy and you should work directly with the campaign owner to resolve the refund request and method of refund.

I've forwarded them this support message as a notification and have included both of your email addresses so you can communicate about your refund request.

Campaigner:

- Campaign Owner's Name: [redacted]
- Campaign Owner's Email: [redacted]

Backer:

- Backer's Name: [redacted]
- Backer's Email Address: [redacted]

Hope this helps!

Warmest regards,

Jessie | Trust & User Operations
Explore all projects to support new crowdfunding and InDemand campaigns. You can always visit our Help Center for any questions and learn best practices in our Education Center.

[redacted]
24 days ago

Hi Jessie,

Thank you for the information. I had tried multiple times to contact the campaign owner, without any response. Per the comments on the campaign, this seems to be the case for all backers. Additionally no formal update has been given in months. My previous DMs and emails to the campaign owner have all been ignored. Have you confirmed you have been able to get in touch with the campaign owner and verify that everything is in order? If not, could you please email them? They might respond to an official [redacted] email more effectively than my personal email.

Thank you,
[redacted]

Richard
22 days ago

Hi [redacted],

Thanks for your reply. While [redacted] is not able to mediate the discussion about your refund request, to help facilitate communication between you and the campaigner, we have previously provided you with the campaigner's contact information. You can also contact the campaign owner directly by either posting a comment on their campaign page, or by sending a direct message to the campaigner.

To clarify [redacted]'s Crowdfunding Refund Policy, our Help Center outlines our policy as follows:

> *Backers contribute to campaign owners, not to [redacted]. However, [redacted] is able to refund your contribution before any of the following occur:*
>
> 1. *The contribution funds were disbursed to the campaign owner;*
> 2. *The campaign ends; or*
> 3. *The perk(s) is "Locked", which means the campaign owner has indicated the perk(s) is ready for shipment, or "Shipped" by the campaign owner.*
>
> *In the event that the campaign has ended and [redacted] has disbursed funds to the campaign owner, refund requests must be directed to the campaign owner and handled in accordance with their separate refund/return policy.*

> *For InDemand campaigns, backers may request a refund from [redacted] up to ten (10) days after the contribution was made unless the perk(s) has been "Locked" or "Shipped" by the campaign owner. Any refund or return requests made after the 10th day must be directed to the campaign owner and will be subject to the campaign's separate refund/return policy (if any).*
>
> *For Pre-launch reservations, backers may ask for a refund directly from [redacted] before the campaign launches. Any refund requests made after the campaign launch will be directed to the campaign owner and will follow each campaign owner's individual refund policy.*
>
> *If you are not eligible for a refund from [redacted] under our Refund Policy you should contact the campaign owner to inquire whether they are able to provide you a refund. [redacted] is not responsible for refunds outside of our Refund Policy and you should work directly with the campaign owner to resolve the refund request and method of refund.*

Thank you for your understanding.

Regards,

Richard | Trust & User Operations
Explore all projects to support new crowdfunding and InDemand campaigns. You can always visit our Help Center for any questions and learn best practices in our Education Center.

[redacted]
22 days ago

I understand you can't mediate, but you can at least reach out to the campaign manager to make sure they haven't forgotten about or abandoned the project? I have emailed, DM'ed and commented, all before lodging requests directly with [redacted]. All of my requests and comments have gone unanswered and ignored by the cam-

paign manager. The last communication is from last December saying shipping should start soon, but we were never sent surveys and there was no follow up for shipping, leading me to believe (without an OUNCE of evidence to prove otherwise) that the campaign manager has abandoned, or at least forgotten about, the campaign. Since they will not respond to customers (as is noted on comments on the campaign page) it's your duty, since you allowed them to collect funds through your platform, to ensure that they are meeting their obligation to make a best effort attempt at refunds or fulfillment. The customers currently have no course of action since the only communications channels available to us are being ignored, which makes you at least morally obligated to investigate whether your platform was abused. Or do you care so little about your reputation that you are okay with being known as "where scammers go for easy money"? If you don't enforce the agreement between you and the campaign manager, what good are you?

[redacted]

22 days ago

My next step, if there is no resolution, is to file a formal complaint with the FTC for promoting fraudulent business practices targeting US consumers by foreign companies. In the current political climate, that will be like catnip to them.

Richard

22 days ago

Hi [redacted],

I am sorry to hear that you didn't receive a response from this campaigner, and I understand your frustration around this situation.

[redacted] values crowdfunding as a collaborative, community-driven endeavor. At the heart of any successful collaboration is open communication. This is why we ask campaigners to stay in regular contact with their backers, and provide updates on the status of their project and perks.

As with any early-stage project, crowdfunding campaigns may take unexpected turns,

which can include changes, delays or unforeseen challenges. While your contribution helps to bring something new closer to reality, there is always the risk that a project may end up falling through, and that the campaign owner may not be able to deliver the perks they'd originally offered.

However, our minimum expectation is that a campaigner is transparent to contributors about the status of their project by posting updates to their campaign. We will be reaching out to them directly to urge them to post an update and respond promptly to backer queries. While we can't force them to do so, if they continue to remain unresponsive, you can use our Terms of Use (http://[redacted]/about/terms) to take legal action against the campaigner.

Whenever a campaign fails to meet backer expectations, we share in the disappointment of the community. However, we will continue to focus on building better tools and sharing best practices to foster open communication and transparency.

This will be our final response related to this claim. If any new information develops you can submit that for review in your reply to this outreach.

We value your feedback and thank you for your understanding.

Regards,

Richard | Trust & User Operations
Explore all projects to support new crowdfunding and InDemand campaigns. You can always visit our Help Center for any questions and learn best practices in our Education Center.

This request is closed for comments. You can create a follow-up.

Still can't find what you need?

CONTACT SUPPORT